Leon Ho <leon.ho@lacity.org>

Closing SR at AMS

Leon Ho <leon.ho@lacity.org> Mon, Oct 7, 2019 at 2:09 PM
To: Victor Gonzalez <vic.v.gonzalez@lacity.org>
Cc: Gabriel Miranda <gabriel.miranda@lacity.org>, Marco Solorio <marco.solorio@lacity.org>, Maria Maldonado <maria.maldonado@lacity.org>, Oscar Figueroa <oscar.figueroa@lacity.org>

Green are assigned code 55 SRs
Red is unassigned.

Code 55 is CARE+
Code 75 is CARE but is not in use yet. So both CARE and CARE+ are lumped together as code 55.

On Mon, Oct 7, 2019 at 2:03 PM Victor Gonzalez <vic.v.gonzalez@lacity.org> wrote:

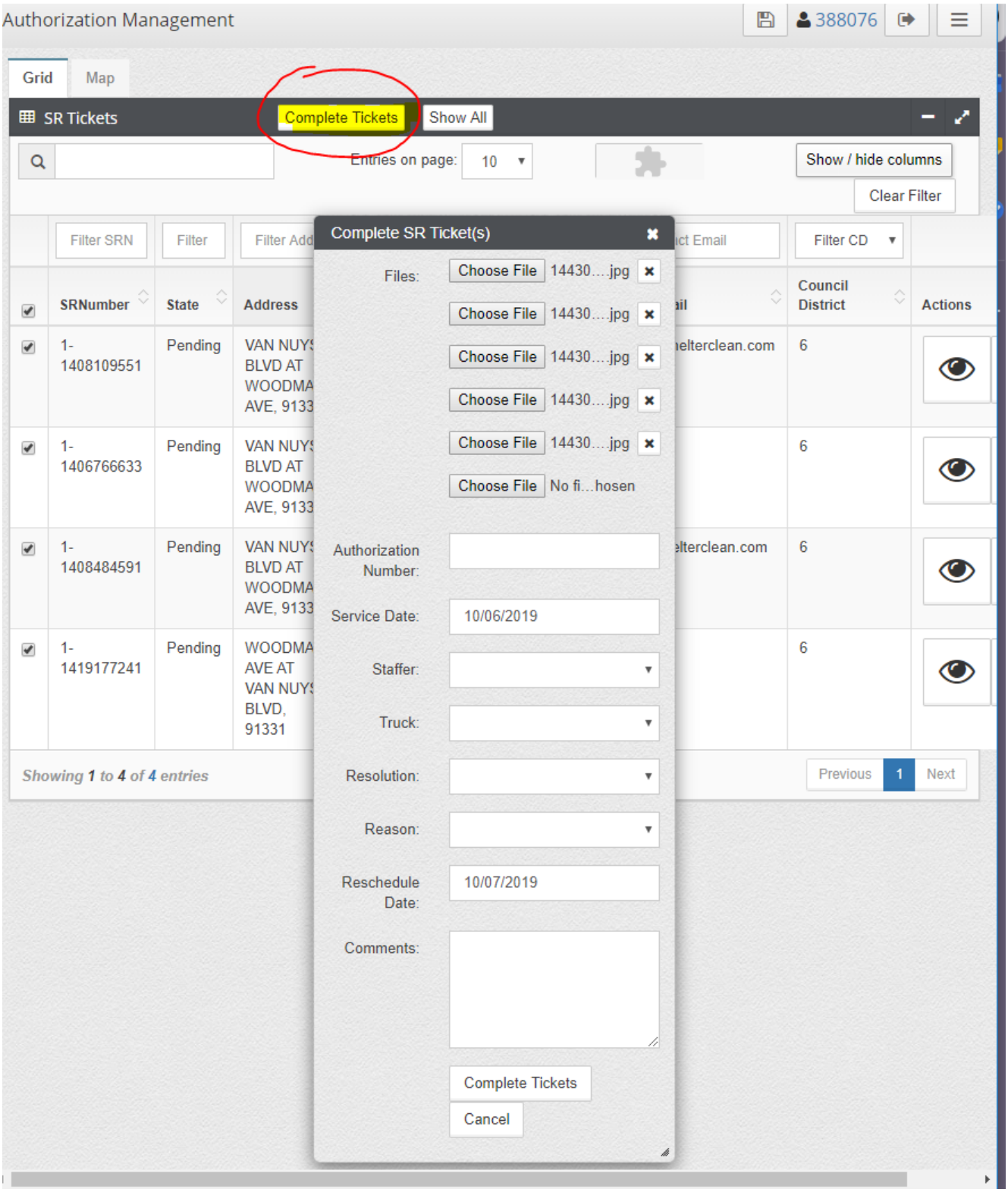
> Confirming again,
>
> At AMS maps:
>
> Green dots = CARE +?
> Red dots = CARE?
>
> On Mon, Oct 7, 2019 at 1:56 PM Victor Gonzalez <vic.v.gonzalez@lacity.org> wrote:
>
> > Hi Gabe and Leon,
> >
> > For code 75 which applies when create new SR?

- Animal Related Services
  Request animal related services including dead animal removal, loose or confined animals.
- Investigations
  Homeless encampment, Illegal auto repair, Illegal construction, Illegal construction fence, Illegal discharge of water, Illegal excavation, Illegal sign removal, Leaf blower violation, News rack violation, Non-Compliant Vending, Obstructions and Tables , chairs obstructing and Report Water Waste
- Parks
  Park facility and field maintenance, trash and cleanliness issues, security and park tree/animal/bug issues
- Problems & Repairs
  Report graffiti or issues with streetlights
- (•) Refuse & Pickups
  Bulky item, Containers, Electronic waste, Metal / household appliances, Illegal dumping, Service not complete and etc
- Sanitation Billing
  Bulky Item fee, Extra capacity charge, Solid resource fee and Sewer Service Charge Adjustments. For recycLA billing issues, go to recycLA.com or call the Customer Care Center at 1-800-773-2489.
- Street Problem/Repair
  Barricade removal, Bus pad/landing, Curb repair, Flooding, General street inspection, Guard/warning rail maintenance, Gutter repair, Land/mudslide, Pothole, Sidewalk repair and Street sweeping
- Transportation
  Dockless Mobility Enforcement
- Trees/Vegetation
  Bees or beehive, Median island maintenance, Overgrown vegetation/plants, Palm fronds down, Street tree inspection, Street tree violations, Tree emergency, Tree obstruction, Tree permits and Weed abatement for pvt parcels
- Other
  To be used ONLY if the issue being reported does not fit into any of the SR Types available on this list. Select Radio buttons above to see more SR Types.
- Feedback
- Brush Items Pickup
- Bulky Items
  Chairs, desks, mattress and more...
- Containers
  City of Los Angeles Residential Customers - Repair or Replacement of damaged containers. To report missing container(s), request for new or additional containers or other residential container related concerns, please call the Customer Care Center (24/7) at 1-800-773-2489. RecycLA Customers - Any request associated with a recycLA container.
- Electronic Waste
  Computers, microwaves, laptops and more...E-Waste may be taken to a S.A.F.E Center. Learn more
- Franchise Bin Complaint
- Franchise Operations Complaint
- Franchise Truck Complaint
- Illegal Dumping Pickup
- Manual Pickup
- Metal/Household Appliances
  Air conditioners, dryers, refrigerator and more...
- Move In Move Out
- Public Right-of-Way Cleanup
- Public Street Receptacles
  Containers located on the public right-of-way. This is not for Residential or Business containers and/or dumpsters. Learn more
- Service Not Complete
  Bulky items, electronic waste, illegal dumping and more...
- (•) Waste Assessment

Thanks

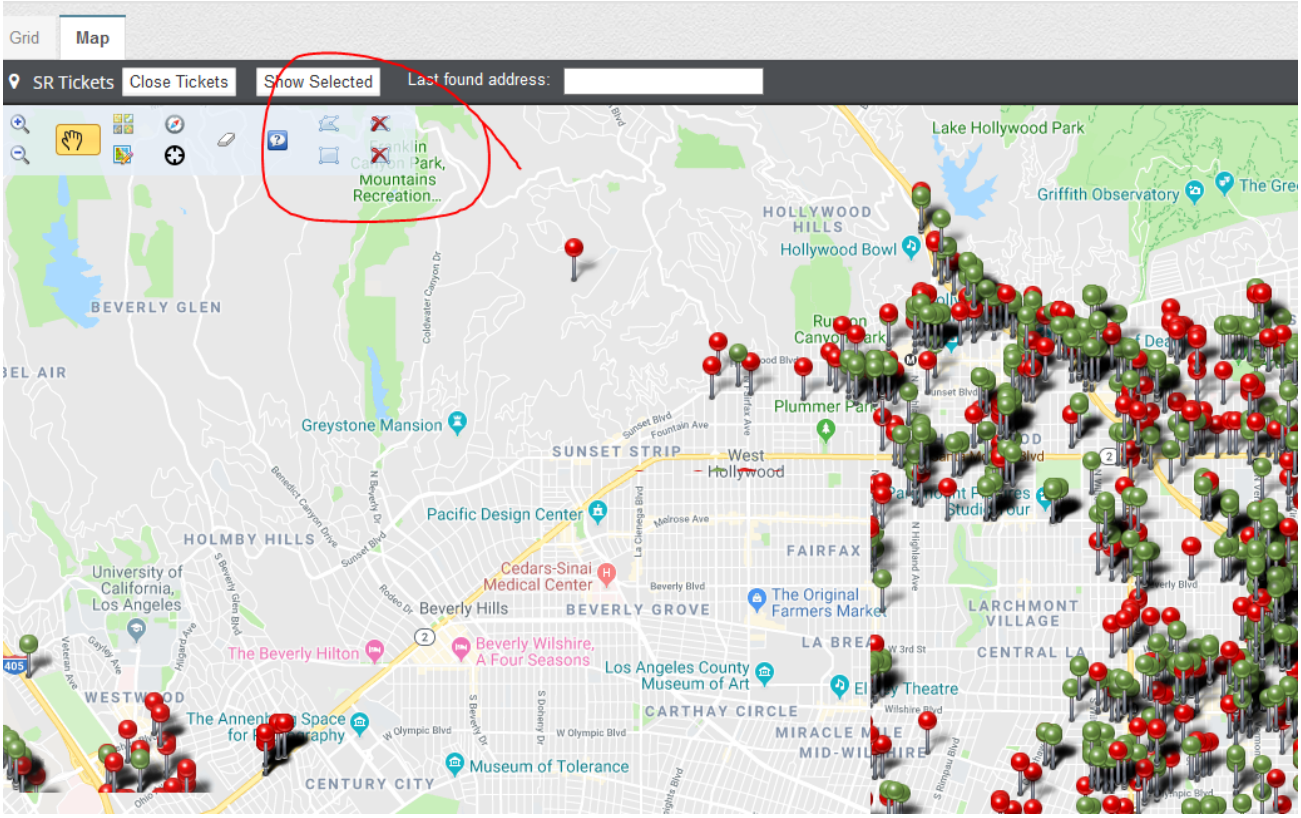
On Mon, Oct 7, 2019 at 12:16 PM Victor Gonzalez <vic.v.gonzalez@lacity.org> wrote:

> Hi Leon,
>
> Thanks.
>
> It is exactly what I've been doing, but thanks to you, I just got a bit more curious and tried the '**Complete Ticket**' (Yellow Highlight) tab on the top and it applied the attachments to all 4 tickets (different SRs) and it worked. 😉



On Mon, Oct 7, 2019 at 11:56 AM Leon Ho <leon.ho@lacity.org> wrote:

> Hi Victor
>
> Please use the selection tools when you're on the map:



After selecting, you'll see a blue highlight underneath the pin to indicate your selection, you can then click "Show selected" and go back to "Grid" to see the specific SR numbers. Alternatively, you can filter the SR numbers and use the checkboxes to select multiple tickets before closing them out.

SR Tickets | Complete Tickets | Show Selected

Filter SRNumber | Filter State

SRNumber	State
1-1000247294	Pending
1-1003513601	Pending
1-1004153291	Pending
1-1006168354	Pending
1-1007017387	Pending
1-1020042728	Pending
1-1027515786	Pending

Let me know if you have any questions,

Thanks,

On Mon, Oct 7, 2019 at 11:19 AM Victor Gonzalez <vic.v.gonzalez@lacity.org> wrote:

> Hi Leon,
>
> Hope all is well.
>
> Is there a way where you could close say 21 tickets at once instead of 1 by 1 that AMS?
>
> Thanks
>
> --
> Regards,
>
> ***Victor Gonzalez, MP, PPL, GISP***

GIS Specialist
On UHRC Special Assignment Support
Geographic Information System Section
Solid Resources Support Services Division-SRSSD
Bureau of Sanitation
1149 S. Broadway St.
Los Angeles, CA 90015
vic.v.gonzalez@lacity.org
Office (213) 485-4466
City Device (323) 572-5066

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Regards,

Victor Gonzalez, MP, PPL, GISP

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Leon Ho
Management Assistant
Livability Services Division
LA Sanitation and Environment